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Introduction to RealPlayer Plus 4.0

Welcome to RealPlayer™ Plus 4.0 by Progressive Networks. RealPlayer Plus gives you quality “one-button” access to the news and entertainment that you want.

Using RealPlayer Plus, you can listen and view thousands of hours of live and pre-recorded clips, including sporting events, live radio stations, news, music, and lectures. The RealPlayer Plus allows you to quickly and easily preset your favorite channels, scan for new stations, and enhance your control by getting better audio and video quality.

If you have not already installed RealPlayer Plus, please do so now. The installation takes just a couple of minutes. Installation instructions start on page 3.

For more information, refer to our Web site: *http://www.real.com*.

About this Manual

This documentation provides instructions for the installation, operation, and customization of RealPlayer Plus. It assumes that you have a basic knowledge of your operating system and your World Wide Web browser, such as Netscape Navigator or Microsoft Internet Explorer.

Documentation Conventions

The following conventions are used in this manual:

Bold text indicates the names of commands you should select and buttons you should click.

Italic text indicates a URL (Internet address) you can access through your browser.

`Monotype` text indicates messages that appear on your computer screen.

SMALL CAPS text indicates a button on your keyboard.

Other Resources

For the latest information on our products, visit the Progressive Networks home page at:

http://www.real.com

Player Plus specific information, a technical knowledge base, frequently asked questions list, and technical library are available from the PlusZone at:

http://pluszone.real.com/

Please refer to the enclosed Technical Support Card for more information on contacting Progressive Networks Technical Support.

RealPlayer Plus Components

In addition to RealPlayer Plus, several different special-purpose RealPlayer Plus components are installed on your computer. The components work with different elements within World Wide Web pages to deliver sound and video in a variety of ways. The RealPlayer Plus components are:

RealPlayer Plus Plug-in	The Plug-in provides access to RealAudio and RealVideo programming and extends the audio and video capabilities of your Netscape Navigator browser 2.0 or later or Microsoft Internet Explorer browser 2.0 or later.
RealPlayer Plus Control for ActiveX	The RealPlayer Plus Control provides access to RealAudio and RealVideo programming and extends the audio and video capabilities of your Microsoft Internet Explorer 3.0 browser and other applications that support embedded ActiveX controls.
RealAudio Xtra for Shockwave	The RealAudio Xtra for Shockwave provides RealAudio programming within a Macromedia Shockwave movie.

Timecast: Your RealMedia Guide

Timecast (*http://www.timecast.com*) provides a guide to RealAudio and RealVideo on the Internet and allows you to create your own daily news broadcast with time-sensitive content. The cornerstone of Timecast is the Daily Briefing feature, which allows you to build a custom newscast with stories from well-known news and entertainment organizations such as ABC, NPR, c|net, Entertainment Tonight, CBC, Fortune, Web Review, ComputerWorld, Industry Net, and TST-Sport. You can access your personalized Timecast page by clicking the **Daily Briefing** button on the RealPlayer Plus.

Installing RealPlayer Plus

It is strongly recommended that you use at least a 28.8 Kbps modem with RealPlayer Plus. A 14.4 Kbps modem limits your ability to access much of the higher-quality RealAudio and RealVideo content.

You can improve the playback quality of some content by enabling the PerfectPlay mode. Refer to “Playing Clips in PerfectPlay Mode” on page 16 for more information.

Windows 95 and Windows NT

System and hardware requirements:

- Windows 95 or Windows NT 3.51 or later
- CPU:

  Audio: 486/66 DX minimum

  Video: Pentium/75 minimum
- RAM Requirements:

  Audio: at least 8 MB recommended

  Video: at least 16 MB recommended
- Minimum of 2 MB of free hard-disk space
- CD-ROM drive
- 14.4 Kbps modem (28.8 Kbps or faster connection for playing video)
- Web browser and Internet connection

When you insert the RealPlayer Plus CD-ROM into your CD-ROM drive, the installation starts automatically.

RealPlayer Plus is installed in the C:\REAL\PLAYPLUS directory, unless you specify otherwise. The installation also installs several system files into the C:\WINDOWS\SYSTEM directory of your hard drive.

Note: For a complete list of the files that are installed, refer to the readme.htm file installed in the C:\REAL\PLAYPLUS directory.

If the installation does not start automatically, perform the following steps:

To manually install RealPlayer Plus:

1. Close any open applications or programs in Windows.
2. Click **Run** on the Start menu.
3. Enter **CD Drive:\setup.exe** and click the **OK** button. (For example: **D:\setup.exe**) The RealPlayer Plus installation begins. Follow the instructions in each of the screens that follow.
4. During the RealPlayer Plus installation, the Setup program looks for proxy information in your browser's preferences. If it finds proxy information, it displays this Proxy window with the information it found. You can verify that it is correct or modify it as necessary. For more information about proxies, refer to "Proxy Preferences" on page 41.
5. When the installation is complete, you receive a message about visiting the PlusZone, the exclusive web site for RealPlayer Plus users. For more information refer to “PlusZone” on page 7.

When the installation is complete, a shortcut for RealPlayer Plus is added to your Windows 95 or Windows NT desktop.

Macintosh

System and hardware requirements:

- Macintosh PowerPC
- RAM Requirements:

  Audio: at least 8 MB recommended

Video: at least 16 MB recommended

- Minimum of 2 MB of free hard-disk space
- CD-ROM drive
- 14.4 Kbps modem (28.8 Kbps or faster connection for playing video)
- Web browser and Internet connection

RealPlayer Plus is installed in the RealPlayer Plus folder on the Desktop, unless you specify otherwise. The RealPlayer Plus installation also installs several files into the System Folder of your computer.

Note: For a complete list of the files that are installed, refer to the ReadMe file installed in the RealPlayer Plus folder.

To install RealPlayer Plus:

1. Close any open applications or programs.
2. Insert the CD-ROM into your CD-ROM drive.
3. Double-click the **CD-ROM** icon.
4. Double-click **RealPlayer Plus Installer**. The RealPlayer Plus installation begins. Follow the instructions in each of the screens that follow.
5. During the RealPlayer Plus installation, the Setup program looks for proxy information in your browser's preferences. If it finds proxy information, it displays this Proxy window with the information it found. You can verify that it is correct or modify it as necessary. For more information about proxies, refer to "Proxy Preferences" on page 41.
6. When the installation is complete, you must reboot your machine.
7. When your machine restarts, you receive a message about visiting the PlusZone, the exclusive web site for RealPlayer Plus users. For more information refer to “PlusZone” on page 7.

PlusZone

A one-stop, centralized Web site for product information, online offers, and premium content, the PlusZone lets Plus customers learn about the product and find out about cool offers.

When RealPlayer Plus is successfully installed, the following message appears:

Figure 1: Visit PlusZone message

To visit the PlusZone:

- Click the Yes button. Your default World Wide Web browser opens and welcomes you to the PlusZone. From here you can visit the PlusZone Web site where you view special online offers for RealPlayer Plus customers, get your RealPlayer Plus questions answered, and view the RealPlayer Plus tutorial.

  If you choose not to visit the PlusZone at this time, this message reappears the next time you open RealPlayer Plus. This enables you to visit at a later time. If you want to disable this message, check the **Please don't show this message again** box. If you want to access the PlusZone at a later time, you can do so by clicking the **customize your PlusZone page** link on the ReadMe.htm file in the same directory as the Player.

Note: If you upgrade or change your World Wide Web browser, open the ReadMe.htm file with your new browser and click the **Configure Your PlusZone** link.

Overview of RealPlayer Plus

RealPlayer Plus enables you to listen and view files over the Internet or over a local area network in real-time, without downloading them to your hard drive. When you click a RealAudio or RealVideo link on a World Wide Web page, your RealPlayer Plus automatically opens and plays the file you have selected. In addition, you can pause, rewind, fast-forward, stop, and start the clip at the click of a button.

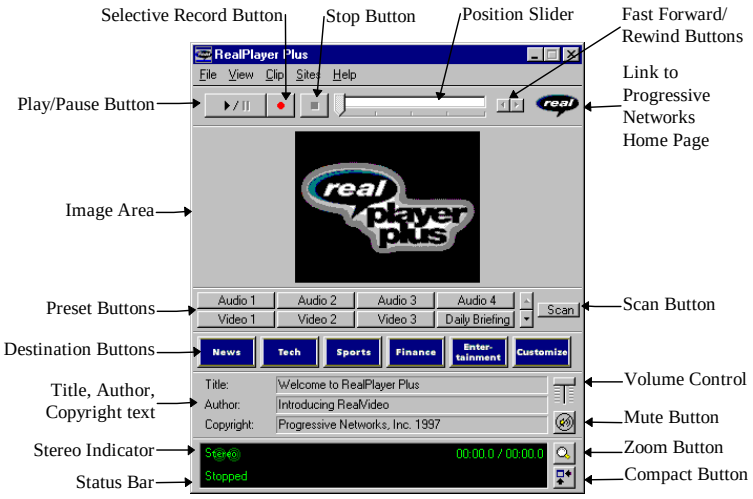

Figure 2: Overview of RealPlayer Plus

Section	Description
Play/Pause Button	Click the button to play or pause a clip, depending on the status of the clip.
Record Button	Click the button to record the clip currently being played. **Note** Content providers control whether or not you may record a clip.
Stop Button	Click the button to stop the clip.
Position Slider	The slider moves as a clip is being played. You can fast forward or rewind to a different section of the audio clip by dragging the slider.
Fast Forward/Rewind Buttons	Click the button to fast forward the clip or the button to rewind the clip.
Link to the Progressive Networks Home Page	If you are connected to the Internet, click the button to link to the Progressive Networks Home Page.
Image Window	If you are playing a video clip, the image appears in this window.
Preset Buttons	You can set these buttons to automatically link to a specific site and play RealAudio or RealVideo content. You can set a button to the clip currently playing by right-clicking (Windows) or clicking and holding (Macintosh) a Preset button. Or you can enter the URL on the Preset tab of the Preferences window.

Section	Description
Scan Button	The button allows you to scan available content, similar to scanning stations on your car radio. For additional selections, right-click (Windows) or click and hold (Macintosh) the Scan button, a pop-up menu appears from which you can select to scan sports, news or music stations, or to scan your presets.
Destination Buttons	Click these buttons to go to the Destination Web site where you can select premium content. The buttons are programmed to the content you select.
Title, Author and Copyright Text	The content provider specifies the text in these fields; they normally describe the clip being played.
Volume Control	The volume control indicates the volume at which the clip is being played. Increase the volume by dragging the control up, and decrease the volume by dragging the control down. **Note:** If your RealPlayer Plus does not have a volume control slider, it is because your sound card does not allow the Player to adjust the volume.
Mute Button	Click the button to silence the audio portion of the clip. The clip continues to play. Click this button again to hear the audio portion of the clip.
Status Bar	The status bar displays information about the player and the clip. For more information, refer to "Status Bar Icons" on page 12

Section	Description
00:00.0/00:00.0	The elapsed time (the length of time that the clip has been playing) and the total time (the length of the entire clip). **Note:** When playing a live stream, Total Time value is replaced by the word `live`.
Status	This is a one-line informational display that gives the current status of the Player, explains menu options, and displays the assigned URL for each Preset button. For example: `Playing 19 Kbps local file.`
Zoom Button	Click the button to enlarge the video image area. Click this button again to return the image to regular size.
Compact Button	Click the button to display a subset of the buttons. Click the button to display all of the controls.

Status Bar Icons

Section	Description
	Indicates the clip currently being played is stereo.
	Indicates the clip currently being played is mono.
	Green lightning bolt indicates some loss of playback quality due to quality of connection.

Section	Description
	Red lightning bolt indicates poor playback quality due to quality of connection.
	Indicates that the RealPlayer is buffering the stream.
	Indicates that the network is busy and the player is buffering more data.
	Indicates that the RealPlayer is recording the current file.
	Indicates that the current file cannot be recorded.

Using RealPlayer Plus

Your RealPlayer Plus has several powerful features that allow you to make the most of the Internet.

Starting a Clip

There are several ways to start a RealAudio or RealVideo clip. Do one of the following:

- Click a RealAudio or RealVideo link on a World Wide Web page. Your World Wide Web browser opens RealPlayer Plus and the clip is streamed to RealPlayer Plus immediately. After storing a few seconds of the clip (buffering), the clip begins.
- Access a World Wide Web site or select an action (click a link, open an html page) that automatically plays a clip. Your World Wide Web browser opens RealPlayer Plus and the clip is streamed to RealPlayer Plus immediately. After storing a few seconds of the clip (buffering), the clip begins.
- Click one of the Preset buttons, or the

button on RealPlayer Plus. The clip is streamed to RealPlayer Plus immediately. After storing a few seconds of the clip (buffering), the clip begins.
- Click **Open File** or **Open Location** on the File menu on RealPlayer Plus. For more information, refer to “File Menu” on page 22.

Stopping a Clip

You can stop a clip while it is playing.

- Click the button. The clip stops playing. To play the clip again from the beginning, click the button.

Pausing a Clip

You can pause a clip while it is playing. If you pause a clip but do not resume playing after several minutes, the Server may terminate your connection. The length of time you can pause a clip without your connection terminating depends on the particular Server.

- Click the button. This pauses the clip. If you want to resume the clip at the same point it was paused, click the button.

Playing Clips in PerfectPlay Mode

PerfectPlay mode enables you to improve the playback quality by increasing the amount of the clip that is streamed to RealPlayer Plus before the clip begins playing. The time it takes to buffer the clip will be slightly longer, but playback quality, especially with 14.4 and 28.8 Kbps modems, should be improved.

You cannot use PerfectPlay mode with a live stream.

- Select **PerfectPlay Mode** from the File menu. Return to Regular mode by selecting this option again.

  Note: Content providers control whether PerfectPlay mode is available for a specific clip.

Muting a Clip

You can mute a clip while it is playing. The clip continues to play but does not play the audio.

- Click the button. To hear the audio, click the button again.

Changing the Size of the RealPlayer Plus Window

Do one of the following:

- Click the button to display the RealPlayer Plus in Compact view. This view displays a subset of buttons, a smaller status bar and the image window (if playing a RealVideo clip).
- From the View menu, select the appropriate option to modify the size of the RealPlayer Plus window.
  - **Normal** displays all the controls and buttons.
  - **Compact** displays a select group of buttons:

  - **Auto-Size** looks like Compact when playing an audio-only clip or when playing a video clip and the cursor is over the window. For video clips, only an image window is displayed when the cursor is not over the window.

Changing the Size of the Image Window

You can double the size of a video clip. This increases the processing time required for playback. If your playback quality decreases or if your machine seems overloaded, return the picture to its regular size.

- Click the button. Return the picture to its regular size by clicking the button again.

  Note: This button is disabled for audio-only clips.

Setting a Preset Button

Preset Buttons are set on the Preset tab of the Preferences window. You must enter the full URL (Internet address) of the clip. You can also label the preset button.

To set a Preset Button to the clip currently being played:

- Right-click (Windows) or click the mouse button and hold for a few seconds (Macintosh) the Preset Button you want to set to the current clip and select **Set Preset to (current clip)**.

Selecting a Preset Button

To select a Preset button:

- Click the appropriate Preset button. RealPlayer Plus connects to the corresponding site and begins playing the clip.

To view other rows of Preset buttons:

- Click the up or down arrow next to the rows of presets to cycle through the preset rows.

Scanning RealAudio and RealVideo Content

The Scan feature allows you to sample RealAudio and RealVideo stations, similar to scanning stations on a radio. It plays each station for the amount of time specified on the Presets tab of the Preferences window and then continues to the next station.

To begin scanning stations:

- To scan a variety of available stations: click the Scan button. RealPlayer Plus scans and plays the next station. It plays the station for the amount of time specified on the Presets tab of the Preferences window and then continues to the next station.
- To select a category of stations: right-click (Windows) or click the mouse button and hold for a few seconds (Macintosh) the Scan button. A pop-up menu appears, where you can select the category (for example: news, music, sports, international) or you can select to scan your Preset buttons. RealPlayer Plus scans for the next station that matches the category you selected.

To stop scanning when you find a station you like:

- Click the Scan button again.

To set a Preset Button to the station currently being played:

- Right-click (Windows) or click the mouse button and hold for a few seconds (Macintosh) on the Preset Button you want to set to the current station and select **Set Preset**.

To return to a previous station:

- Select **Previous Clip** from the Clip menu or press PAGE UP.

To skip to the next station:

- Select **Next Clip** from the Clip menu or press PAGE DOWN.

To stop scanning and stop listening to the current station:

- Click the ■ button.

Setting Your Destination Buttons

Your RealPlayer Plus comes with six buttons that you can customize to access premium content with a push of a button.

To customize the Destination buttons:

- Click one of the buttons. RealPlayer Plus opens your default browser to the Customize Destination Buttons page where you can select specific content that you like. The buttons on your Player will then provide access to that content. Follow the directions on that page.

To play Destination buttons content:

- Click the appropriate button. RealPlayer Plus plays the associated file.

Recording a Clip

You can record your favorite RealAudio and RealVideo clips for later playback from your computer. Keep in mind that not all content can be recorded. Content Providers control whether or not you may record a clip.

Note: If you attempt to record a clip that has this feature disabled, the icon appears in the Status bar of RealPlayer Plus.

To start recording a clip during playback:

1. Click the button. A Save As dialog box appears.
2. Select the filename and location on your computer where you want to save the file.
3. Click the **OK** button when you have finished entering the information. RealPlayer Plus begins recording. While RealPlayer Plus is recording, the icon appears in the Status Bar of RealPlayer Plus.

Some RealAudio and RealVideo clips are several files played one after the other. If you chose to save a clip that is a compilation of several clips, a new Save As dialog box appears at the beginning of each new clip.

Note: Content providers control whether or not you may record a clip. If you attempt to record a clip that has this feature disabled, the icon appears in the Status bar of RealPlayer Plus.

To set up recording a clip prior to playback:

1. Click the button.
2. Open the RealAudio or RealVideo clip. A Save As dialog box appears.
3. Select the filename and location on your computer where you want to save the file.
4. Click the **OK** button when you have finished entering the information. RealPlayer Plus begins recording and playing the selected clip. While the clip is recording, the icon appears in the Status Bar of RealPlayer Plus.

Some RealAudio and RealVideo clips are several files played one after the other. If you chose to save a clip that is a compilation of several clips, a new Save As dialog box appears at the beginning of each new clip.

Note: Content providers control whether or not you may record a clip. If you attempt to record a clip that has this feature disabled, the icon appears in the Status Bar of RealPlayer Plus.

To stop recording:

- Click the button. RealPlayer Plus stops recording and stops playing the clip.

To play a clip you recorded:

1. Select **Open File** from the File menu.
2. Select the *.ra*, *.rm*, or *.ram* file you recorded. RealPlayer Plus plays the file.

RealPlayer Plus Menus

RealPlayer Plus has five menus: File, View, Clip, Sites, and Help. These menus allow you to take full advantage of RealPlayer Plus features.

File Menu

Commands from the File menu allow you to play RealAudio and RealVideo files without using your World Wide Web browser to find files on the Internet, to enable PerfectPlay mode, and to exit RealPlayer Plus.

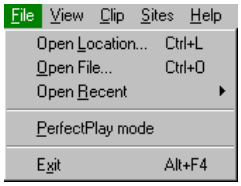

Figure 3: File menu

Menu Option	Description
Open Location…	Select this option to play RealAudio and RealVideo files through the Internet without using your World Wide Web browser. The Open Location dialog appears, enter the URL (Internet address) of an *.ra, .rm,* or *.ram* file.
Open File…	Select this option to play a local RealAudio or RealVideo file. When the Open File dialog appears, select an *.ra, .rm* or *.ram* file stored on your computer.

Menu Option	Description
Open Recent	Select this option to view a list of recently played clips. You can select a clip from this list to play the clip again.
PerfectPlay Mode	Select this option to switch to PerfectPlay mode; a check mark appears next to the option. This mode enables you to improve the playback quality by increasing the amount of the clip that is buffered. The time it takes to buffer the clip will be slightly longer, but sound quality, especially with 14.4 and 28.8 Kbps modems, should be improved. To return to Regular mode, select this option again; the check mark is removed. You cannot use PerfectPlay mode with a live stream.
Close Window (Macintosh Only)	Select this option to close a secondary window, such as the Connections Statistics window.
Exit/Quit	Select this option to exit RealPlayer Plus.

View Menu

Commands from the View menu allow you to control the appearance, to set user preferences, and view the performance of RealPlayer Plus.

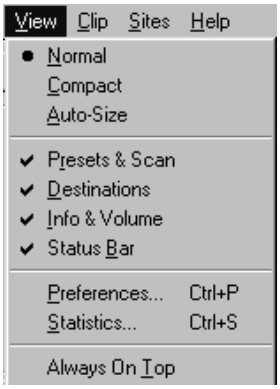

Figure 4: View menu

Menu Option	Description
Normal	Select this option to display all buttons and controls; a mark appears next to the option.
Compact	Select this option to display only the image area (if playing a RealVideo clip), a subset of the buttons and a reduced Status bar.
Auto-Size	Select this option to display only the image area (if playing a RealVideo clip) when the cursor is not over the RealPlayer Plus window; a mark appears next to the option. When the cursor is on the window, the Compact controls are displayed.

Menu Option	Description
Presets & Scan	Select this option to display the Preset and Scan buttons; a check mark appears next to the option. Select the option again to hide the buttons; the check mark is removed.
Info & Volume	Select this option to display the volume control, and the title, author, and copyright information for the clip; a check mark appears next to the option. Select the option again to hide the information; the check mark is removed.
Status Bar	Select this option to display the Status Bar; a check mark appears next to the option. Select the option again to hide the bar; the check mark is removed.
Destinations	Select this option to display the Destinations; a check mark appears next to the option. Select the option again to hide the bar; the check mark is removed.
Preferences…	Select this option to display the Preferences window for configuring RealPlayer Plus. For more information, refer to "Setting Preferences" on page 32. **Note:** This option is on the Edit menu in the Macintosh version of RealPlayer Plus.
Statistics…	Select this option to display the transmission quality information in the Connection Statistics dialog. The Connection Statistics dialog reports the performance of the Internet connection between RealServer and RealPlayer Plus. Refer to Figure 5 for an example of the Connection Statistics window. You can click the button to see additional connection information.

Menu Option	Description
Always on Top (Windows Only)	Select this option to make RealPlayer Plus remain on top of all other windows, even when another window is active; a check mark appears next to the option. Always on Top is convenient for keeping RealPlayer Plus visible while you interact with your World Wide Web browser. Select this option again to allow other windows to open on top of RealPlayer Plus; the check mark is removed.

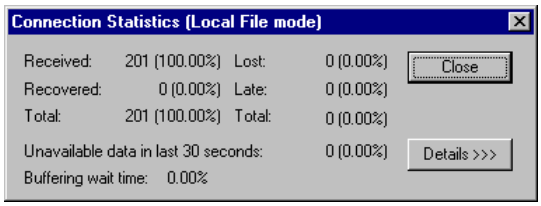

Figure 5: Connection Statistics window

Clip Menu

Some RealAudio and RealVideo clips are several files played one after the other. Commands from the Clip menu allow you to move between clips in a multi-clip RealAudio or RealVideo (*.ram*) file and when scanning. They are similar to seek buttons on a CD player. If there is only one RealAudio or RealVideo clip at the link you are accessing, these options are not available.

Previous Clip and Next Clip are also available from the shortcut menu that appears when you right-click (Windows) or control-click (Macintosh) the mouse button in RealPlayer Plus window.

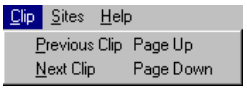

Figure 6: Clip menu

Menu Option	Description
Previous Clip	Select this option to play the previous clip in a multi-clip RealAudio or RealVideo (*.ram*) file or when scanning.
Next Clip	Select this option to play the next clip in a multi-clip RealAudio or RealVideo (*.ram*) file or when scanning.

Sites Menu

Commands from the Sites menu allow you to access various pages at the Progressive Networks and Timecast World Wide Web sites. This feature works with popular World Wide Web browsers. If you are connected to the Internet, and your World Wide Web browser is not open, RealPlayer Plus opens it for you.

Note: You must be connected to the Internet to reach these sites.

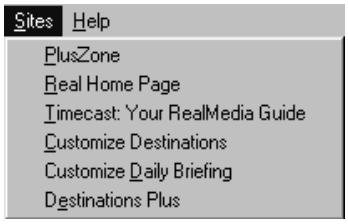

Figure 7: Sites menu

Menu Option	Description
PlusZone	Select this option to access the PlusZone – the one-stop centralized web site for product information and premium content.
Real Home Page	Select this option to access the Progressive Networks Home Page.
Timecast: Your RealMedia Guide	Select this option to access Timecast: Your RealMedia Guide -- a list of sites providing RealAudio and RealVideo content.
Customize Daily Briefing	Select this option to access a page where you can customize your Daily Briefing button.
Customize Destinations	Select this option to access a page where you can customize your destination buttons.

Menu Option	Description
Destinations Plus	Select this option to access a page where you can find more destinations.

Help Menu

Commands from the Help menu provide you with online help and information about RealPlayer Plus.

The latest support and technical information is available at:

http://service.real.com

Please refer to the enclosed Technical Support Card for more information on contacting Progressive Networks Technical Support.

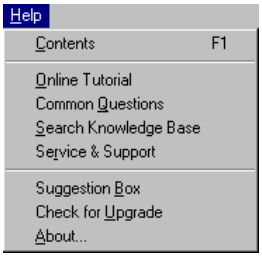

Figure 8: Help menu

Menu Option	Description
Contents	Select this option to open the online help for RealPlayer Plus. **Note:** The Macintosh version of RealPlayer Plus does not have online help.
Online Tutorial	Select this option to access the RealPlayer Plus tutorial, which describes the major features of the Player.
Common Questions	Select this option to access the Progressive Networks Frequently Asked Questions.

Menu Option	Description
Search Knowledge Base	Select this option to access the Progressive Networks Knowledge Base.
Service & Support	Select this option to access the Progressive Networks main help page.
Suggestion Box	Select this option to access the comments web page where you can enter suggestions or comments about the RealPlayer Plus.
Check for Upgrade	Select this option to query the Progressive Networks home page for upgrade information. A dialog box tells you if there is an upgrade available.
About…	Select this option to display RealPlayer Plus version and copyright information.

Setting Preferences

You can customize RealPlayer Plus by changing the settings in the Preferences window. The Preferences control various aspects of RealPlayer applications functionality such as the number of clips to remember, network information, and proxy information. These preferences apply to all applications using RealPlayer technology.

General Preferences

The General tab in the Preferences window contains preferences for the number of clips saved on the Open Recent menu, Synchronized Multimedia support, and PerfectPlay mode.

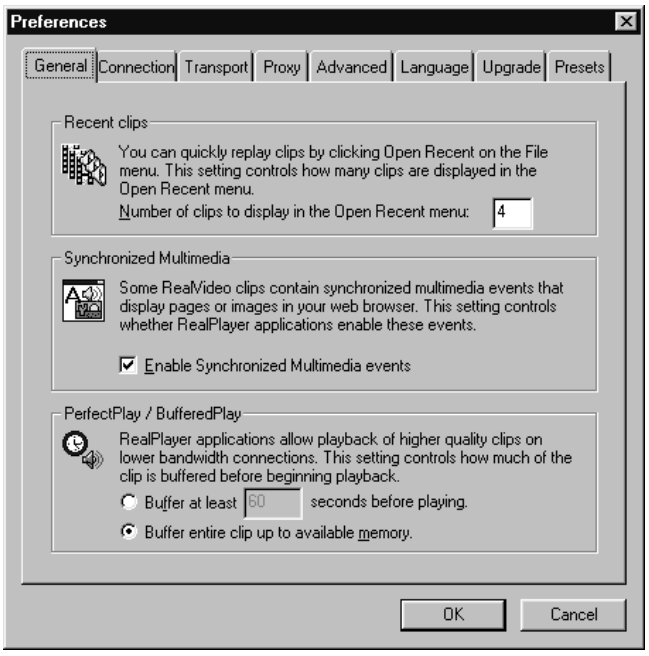

Figure 9: General tab in the Preferences window

Field	Description
Recent Clips	You can quickly replay clips by clicking Open Recent on the File menu. This setting controls how many clips are displayed in the Open Recent menu.
Synchronized Multimedia	Some RealAudio and RealVideo clips contain synchronized multimedia events that display pages or images in your Web browser. This setting controls whether RealPlayer applications enable these events.
PerfectPlay/BufferedPlay	RealPlayer Plus allows playback of higher quality clips on lower bandwidth connections with the PerfectPlay feature. This setting controls how much of the clip is buffered before beginning playback.

Connection Preferences

The Connection tab in the Preferences window contains information about your bandwidth, statistics, and network timeout.

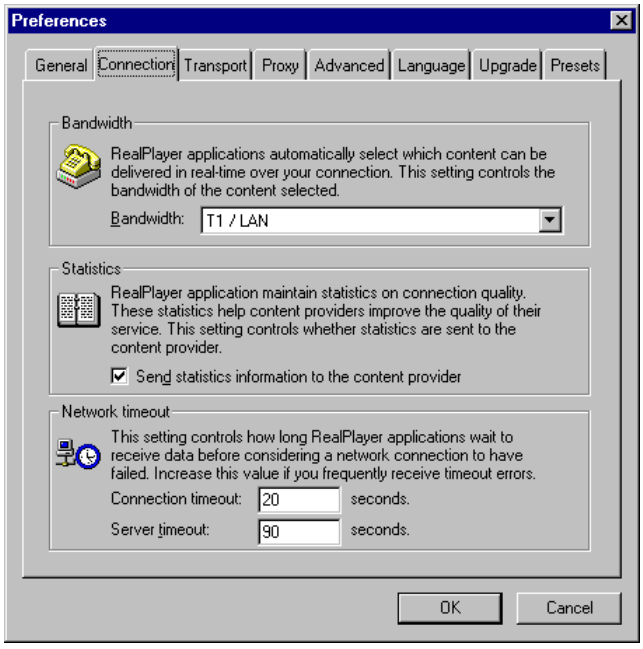

Figure 10: Connection tab in the Preferences window

Field	Description
Bandwidth	RealPlayer applications automatically select which content can be delivered in real-time over your connection. This setting controls the bandwidth of the content selected.
Statistics	RealPlayer applications maintain statistics on connection quality. These statistics help content providers improve the quality of their service. This setting controls whether statistics are sent to the content provider. **Note:** RealPlayer Plus does not send the content provider any information about your identity (your user name or e-mail address).
Network Timeout	This setting controls how long RealPlayer applications wait to receive data before considering a network connection to have failed. Increase this value if you frequently receive timeout errors. Connection Timeout: This is the amount of time the Player will try to connect to a server. Server Timeout: This is the amount of time the Player will try a particular transport protocol.

Transport Preferences

The Transport tab in the Preferences window allows you to customize your network connection for RealPlayer Plus. These preferences are for users behind a corporate firewall. Most likely, if you are connecting to the Internet through a commercial Internet Service Provider (such as AOL or MSN), you do not have to set any of the items on this tab.

The Transport preferences assume a basic knowledge of Internet protocols and firewalls. For more information about firewalls, refer to our World Wide Web site at *http://www.real.com/help/firewall/index.html*.

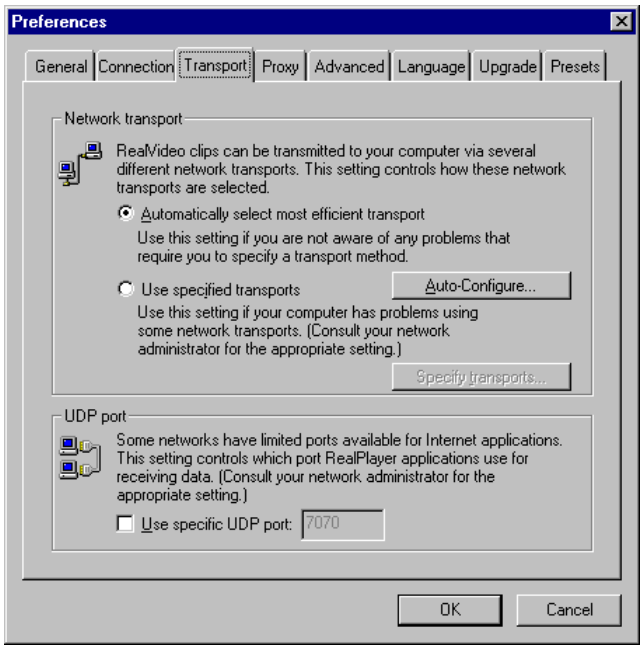

Figure 11: Transport tab in the Preferences window

Field	Description
Network Transport	RealAudio and RealVideo clips can be transmitted to your computer through several different network transport protocols. This setting controls how these network transport protocols are selected.
Automatically select most efficient transport	Use this setting if you are not aware of any problems that require you to specify a transport method. Click the **Auto Configure** button to have RealPlayer Plus automatically configure itself to use the most efficient mode of transport for your connection.
Use specified transports	Use this setting if your computer has problems using some network transports. Consult your network administrator for the appropriate setting. Click the **Specify Transports** button to access the Specify Transport Settings window.
UDP Port	Some networks have limited ports available for Internet applications. This setting controls which port RealPlayer applications use for receiving data. Consult your network administrator for the appropriate setting. **Note:** This setting does not affect TCP packets that can be received only through Port 7070.

Specify Transports Window

The Specify Transports window allows you to select the different modes of network transports that you can receive. Consult your network administrator for the appropriate setting.

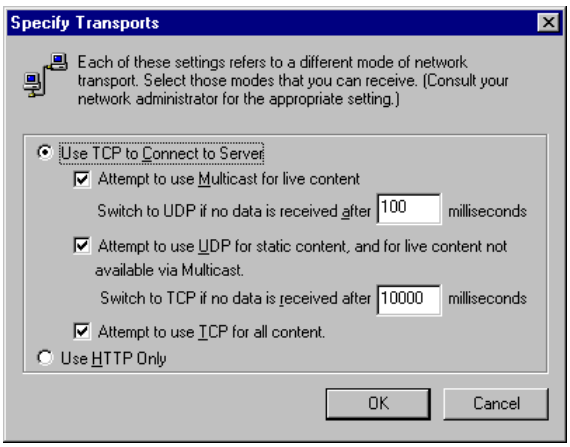

Figure 12: Specify Transports window

Field	Description
Use TCP to Connect to Server	Select this option if you want RealPlayer Plus to use TCP for the initial connection to RealServer.
Attempt to use Multicast for live content	Select this option if you want RealPlayer Plus to attempt to receive live content through multicast. If you select this option, indicate how many milliseconds the Player should attempt to use this type of transport before switching to UDP.

Field	Description
Attempt to use UDP for static content and for live content not available via Multicast	Select this option if you want RealPlayer Plus to attempt to use UDP for static content and live content not available through multicast. If you select this option, indicate how many milliseconds the Player should attempt to use this type of transport before switching to TCP.
Attempt to use TCP for all content	Select this option if you want RealPlayer Plus to use TCP for all content.
Use HTTP Only	Select this option if you are behind a firewall and cannot receive data through TCP. All data will be streamed through HTTP. **Note:** You may not be able to receive some content if you select this option.

Proxy Preferences

A proxy is a server that acts as an intermediary between a company's protected LAN and the Internet. The proxy server ensures that all data transmission between the Internet and a user on the LAN is authorized. RealPlayer Plus can be configured to work with proxy servers by setting the proxy preferences. If you set the Proxy preferences, you must enter a RealPlayer Proxy and an HTTP Proxy.

During the RealPlayer Plus installation, the Setup program looks for proxy information in your browser's preferences. If it finds proxy information, it displays this window with the information it found. You can verify that it is correct or modify it as necessary.

Note: For more information about proxies and firewalls, refer to our World Wide Web site at *http://www.real.com/help/firewall/index.html.*

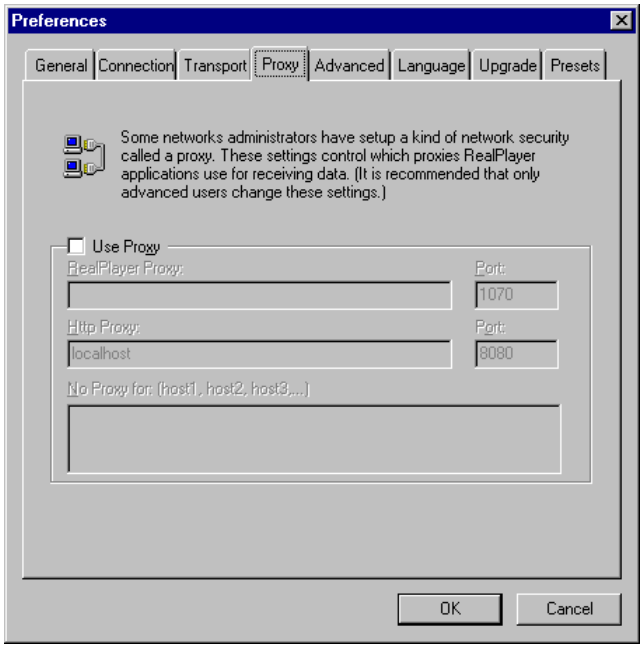

Figure 13: Proxy tab in the Preferences window

Field	Description
Use Proxy	Click this box if RealPlayer applications should connect to the Server using a proxy; a check mark appears in the field. Otherwise, do not click this box. **Note:** If you are behind a firewall and do not know the host name or port number of your proxy server, ask your firewall administrator.
RealPlayer Proxy	Enter the domain name or IP address of the RealPlayer proxy server and port number that RealPlayer applications should use to communicate with the proxy server. **Note:** For information on RealPlayer Proxy, read *http://www.real.com/help/firewall/index.html*
HTTP Proxy	Enter the domain name or IP address of the HTTP proxy server and port number that RealPlayer applications should use to communicate with the proxy server. Check your World Wide Web browser's proxy configuration.
No Proxy for: [Host 1, Host2…]	If you have specified that RealPlayer applications should be connected to the Server using a proxy, you can specify certain servers that are inside your corporate firewall (domain names or IP addresses) with which you do not need to communicate using the proxy server. Enter these hosts in this field. This field is available only if you have enabled the Use Proxy option. Your firewall administrator can provide you with this information, if appropriate.

Advanced Preferences

Options on the Advanced tab of the Preferences window override RealPlayer applications default for sound card compatibility. You don't need these options unless you are having trouble with sound quality. Refer to "Solving Problems" on page 52 for more information.

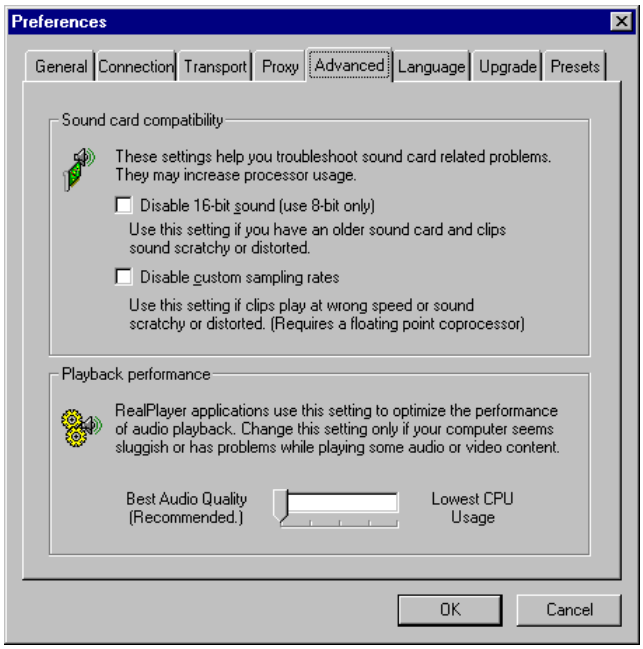

Figure 14: Advanced tab in the Preferences window

Field	Description
Disable 16-bit sound (use 8-bit only) (Windows only)	Use this setting if you have an older sound card and clips sound scratchy or distorted.
Disable custom sampling rates (Windows only)	Use this setting if clips play at the wrong speed or sound scratchy or distorted. (Requires a floating point coprocessor.)
Playback Performance	RealPlayer applications use this setting to optimize the performance of playback. Change this setting only if your computer seems sluggish or has problems while playing some content.

Language Preferences

The setting on the Language tab of the Preferences window determines the language used within RealPlayer applications.

Note: RealPlayer applications for the Macintosh do not have a Language Preferences option.

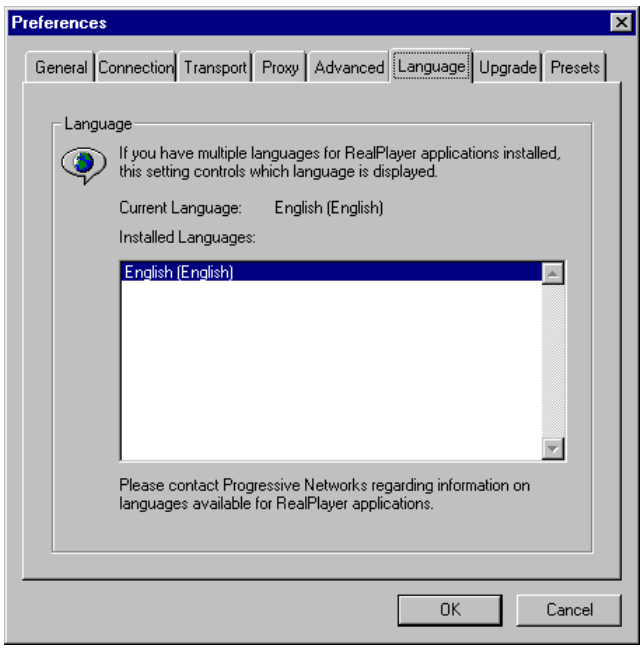

Figure 15: Language tab in the Preferences window

Field	Description
Current Language	This field displays the language being used within RealPlayer applications.
Installed Languages	Select the language you want to use within RealPlayer applications. **Note:** Please contact Progressive Networks regarding information on languages available for RealPlayer applications.

Upgrade Preferences

The setting on the Upgrade tab of the Preferences window determines if the RealPlayer Plus checks for the availability of newer version of the Player.

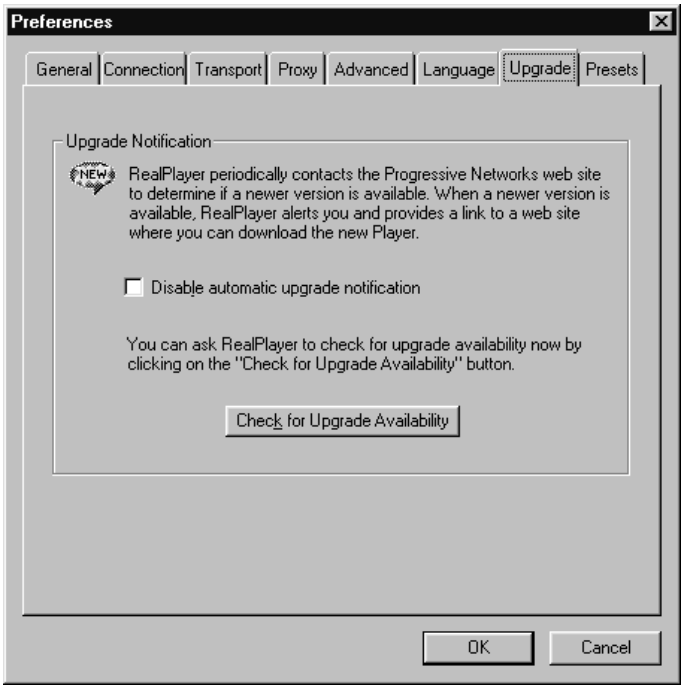

Figure 16: Upgrade tab in the Preferences window

Field	Description
Upgrade Notification	RealPlayer periodically contacts the Progressive Networks Web site to determine if a newer version is available. When a newer version is available, RealPlayer alerts you and provides a link to a Web site where you can download the new Player. If you do not want RealPlayer Plus to check for upgrades, check the **Disable Automatic Upgrade Notification** button.
Check for Upgrade Availability	Click this button to check for any available RealPlayer Plus upgrades.

Presets Preferences

Using the Presets tab of the Preferences window, you can modify the label of the Preset buttons and the URL corresponding to that Preset button. You can also set the length of time each clip is played when you scan.

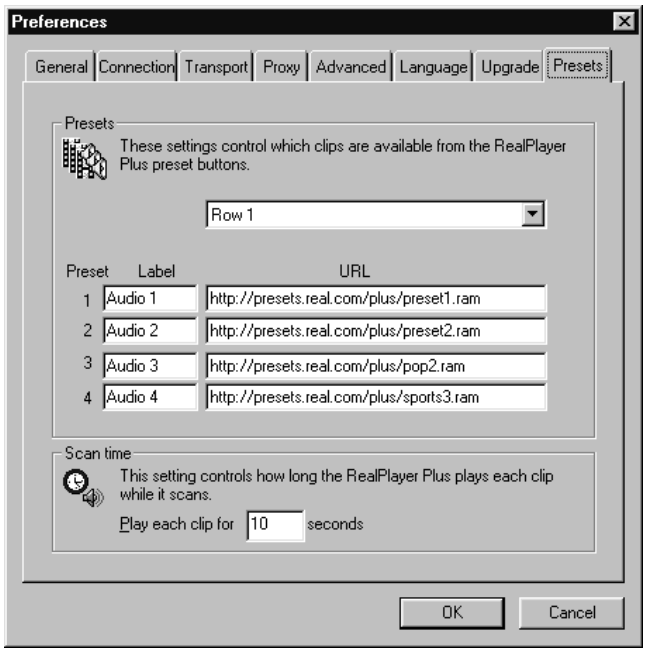

Figure 17: Presets tab in the Preferences window

Field	Description
Label	Enter the text string you want to appear as the label of this Preset button.

Field	Description
URL	Enter the URL (Internet address) you want to play when this Preset button is clicked. You must enter the full URL. For example: *http://presets.real.com/plus/3.0/pop1.ram*
Scan Time	This setting controls how long RealPlayer Plus plays each clip as it scans.

Solving Problems

The following are some common questions about RealPlayer Plus and recommended solutions.

Player Plus specific information, a technical knowledge base, frequently asked questions list, and technical library are available from the PlusZone at:

http://pluszone.real.com/

For the latest information on RealAudio and RealVideo products, visit the Progressive Networks home page at:

http://www.real.com

Please refer to the enclosed Technical Support Card for more information on contacting Progressive Networks Technical Support.

I installed Internet Explore after installing RealPlayer Plus and lost my RealPlayer Plus. What do I do?

Microsoft Internet Explorer installs the RealAudio Player during its installation. This overwrites your RealPlayer Plus. After installing Internet Explorer, you need to re-install RealPlayer Plus.

Why doesn’t my RealPlayer Plus have a Volume Control slider?

If the sound card installed in your computer does not support volume control, the Volume Control slider does not appear on RealPlayer Plus.

How do I configure my browser to support RealVideo?

With most browsers, RealPlayer Plus installation configures the browser. If you change your browser and it stops recognizing RealAudio and RealVideo files, reinstall RealPlayer Plus. To manually configure your World Wide Web browser, refer to the following page:

http://www.real.com/help/FAQ/

Why can't I record from some sites?

Content providers control whether or not you may record a clip. If you attempt to record a clip that has this feature disabled, the icon appears in the Status Bar of RealPlayer Plus.

Why can't I play clips on my computer at work?

If you're on a local area network which is attached to the Internet, and are unable to play RealAudio and RealVideo files from remote Web sites, it's possible that your company's firewall is preventing the stream from reaching you. Users can receive live and on-demand clips from the Internet without exposing their company's network to security risks.

If your computer is behind a firewall, please see Progressive Networks' firewall page for more information: *http://www.real.com/help/firewall/index.html*

What's wrong when the playback is poor?

The expected playback quality will vary depending on bandwidth and the encoding algorithm you are playing. If the quality is garbled, choppy, or skips, use the following to isolate and correct the problem.

If the sound quality was poor when the **Thankyou.rm** file played at the end of the RealPlayer Plus installation, you have a sound card conflict. Try changing the settings on the Advanced tab in the Preferences window. Refer to "Advanced Preferences" on page 44.

If the playback quality was good when the **Thankyou.rm** file played at the end of the RealPlayer Plus installation, but is poor at a particular site, use the Connection Statistics window in RealPlayer Plus to check for lost packets. If the packet loss is high, it may be due to a busy network. Select **PerfectPlay Mode** from the File menu or connect to the site at a later time.

If the playback quality was good when the **Thankyou.rm** file played at the end of the RealPlayer Plus installation, but is poor at all sites, complete the following steps.

If the playback quality is poor on every site, do the following:

1. Check the actual modem connection speed. This may be shown in the lighted display for external modems, or through an information window if you have an internal modem (check the user manual for your modem). Sometimes service providers use a lower rate connection speed such as 14.4 Kbps, so even though you are dialing in on a 28.8 Kbps modem, you are only receiving data at 14.4 Kbps.

2. For a 14.4 Kbps connection on an Apple Duo, go to the modem properties window and turn off the compression control. Compression uses CPU cycles that RealPlayer Plus may need. Since RealAudio and RealVideo files are already compressed, this utility is not necessary. Turning off compression will not affect your computer's other operations.

3. If you are using an external modem with a Windows PC and the Connections Statistics window shows minimal packet loss (10% or less), there may be a problem with the speed at which packets are transferred between the modem and serial card. Try setting the port speed higher (at least twice the modem speed).

4. Contact Progressive Networks' Technical Support by calling the support number on your Technical Support Card or sending e-mail using the form on *http://service.real.com.*

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